

Remedicare Education Services

Supporting Medical Conditions and Allergy Safety Policy

Effective Date: September 2026

Review Date: September 2027

Policy Owner: Remedicare Education Services

1. Purpose

Remedicare Education Services is committed to supporting learners with medical conditions and allergies so that they can access education safely, confidently and as fully as possible.

As an Alternative Provision, Remedicare supports learners with a wide range of special educational needs, disabilities, medical conditions and communication needs. We recognise that some learners may require additional support to manage their medical needs during the education day, during activities, on transport and when accessing the community.

Our approach is to:

- identify medical needs before or as soon as possible after a learner starts;
- work collaboratively with parents/carers, learners and healthcare professionals;
- provide appropriate Individual Healthcare Plans where required;
- ensure staff have appropriate information, training and support;
- ensure medication is managed safely;
- support learners to develop independence in managing their health where appropriate;
- ensure learners with medical conditions and allergies are included in education, activities and visits;
- respond appropriately to medical emergencies;
- maintain appropriate records;
- protect confidentiality;
- review arrangements when a learner's needs change.

The health, safety and welfare of the learner will always be the priority.

2. Status of This Policy and Benedict's Law

Remedicare Education Services is a **non-school Alternative Provision provider**.

The Department for Education's 2026 statutory guidance **Allergy Safety in Schools** applies directly to maintained schools, PRUs and academies, including alternative provision academies. It does not currently impose the same statutory duty on non-school AP providers such as Remedicare. However, the guidance specifically identifies non-school alternative provision as a setting that may benefit from the guidance and sets out important good-practice expectations for protecting children and young people with allergies.

Remedicare Education Services therefore adopts the principles of **Benedict's Law and the 2026 DfE allergy safety guidance** as a minimum standard of good practice.

This includes:

- identifying learners with allergies;
- reducing avoidable exposure to known allergens;
- maintaining appropriate Individual Healthcare Plans;
- ensuring staff receive allergy awareness and emergency-response training;
- ensuring prescribed emergency medication is available;
- maintaining appropriate emergency arrangements;
- supporting learners to participate fully in education and activities;
- recording and learning from serious incidents and near misses.

This policy should also be read alongside current DfE guidance on supporting pupils with medical conditions. The wider 2026 proposed changes to medical-conditions guidance have **not replaced the existing statutory medical-conditions guidance** at the time of this policy review.

3. Scope

This policy applies to:

- all learners attending Remedicare Education Services;
- staff;
- agency and temporary staff;
- volunteers and students on placement, where relevant;
- contractors where they have a role involving learners;
- off-site and community-based provision;
- transport arrangements where medical support is required.

Staff members with medical conditions will be supported through appropriate occupational health, HR and workplace arrangements. However, staff medical emergencies and allergies will be responded to appropriately while they are at work.

4. Responsibilities

Senior Leadership Team

The Senior Leadership Team is responsible for ensuring that appropriate systems are in place to support learners with medical conditions.

This includes ensuring:

- appropriate policies and procedures are maintained;
- staff receive suitable training;
- appropriate Individual Healthcare Plans are developed;
- medication arrangements are safe;
- emergency procedures are understood;
- appropriate records are maintained;
- arrangements are reviewed.

DSL / Safeguarding Team

The DSL/DDSL will be involved where a medical condition or incident creates a safeguarding concern or where a learner's health needs may indicate a safeguarding risk.

Medical information will be shared on a need-to-know basis to keep learners safe.

Centre / Pathway Managers

Centre and Pathway Managers will:

- ensure relevant staff understand individual medical needs;
- check that medication and healthcare arrangements are in place;
- ensure staff cover is considered;
- identify training needs;
- ensure arrangements are maintained during staff absence;
- monitor medical incidents and concerns.

All Staff

Staff must:

- follow this policy and relevant individual plans;
- take reasonable steps to keep learners safe;
- share relevant medical information appropriately;
- follow medication and emergency procedures;
- never undertake a healthcare procedure for which they are not appropriately trained or authorised;
- report concerns promptly;
- maintain appropriate records;
- support learners' independence where appropriate.

5. Identifying Medical Needs

Medical information should be requested before or when a learner starts at Remedicare.

Information should include, where relevant:

- medical diagnosis;
- allergies;
- medication;
- asthma;
- epilepsy;
- diabetes;
- anaphylaxis;
- dietary requirements;
- physical health needs;
- mobility needs;
- continence needs;
- mental health needs;
- communication needs;
- sensory considerations;
- emergency procedures;
- healthcare professional advice.

Medical information should be reviewed whenever the learner's circumstances change.

Parents/carers must inform Remedicare of changes to a learner's medical needs as soon as reasonably possible.

6. Individual Healthcare Plans

Not every learner with a medical condition will require an Individual Healthcare Plan.

An Individual Healthcare Plan (IHP) should be considered where a learner:

- has a complex or significant medical condition;
- requires regular medication or treatment during the education day;
- requires staff to undertake specific healthcare procedures;
- is at risk of a medical emergency;
- has an allergy that requires specific support;
- requires specific arrangements to participate safely in education or activities;
- requires support that cannot be appropriately managed through general arrangements alone.

Where required, the IHP should be developed with:

- the learner, where appropriate;
- parent/carer;
- relevant healthcare professional;
- appropriate Remedicare staff.

An IHP should identify:

- the medical condition;
- triggers;
- signs and symptoms;
- medication and treatment;
- dosage and timing where relevant;
- storage requirements;
- equipment;
- the learner's communication needs;
- the level of support required;
- emergency arrangements;
- who will provide support;
- staff training requirements;
- arrangements for off-site activities;

- reasonable adjustments;
- arrangements for self-management;
- who needs to know;
- review arrangements.

The IHP should be reviewed at least annually and sooner if the learner's needs change.

7. Learner Participation and Independence

Remedicare will support learners to take increasing responsibility for managing their medical needs where this is safe and appropriate.

A learner may be supported to self-manage medication where:

- the learner is considered capable of doing so;
- the parent/carer and, where appropriate, healthcare professional agree;
- appropriate arrangements are documented;
- the learner can access their medication safely;
- staff know how to respond in an emergency.

For learners with communication or cognitive needs, independence may involve using:

- AAC;
- visual supports;
- symbols;
- communication books;
- Makaton/signing;
- prompting;
- structured routines.

Independence will be considered individually and will not be assumed solely on the basis of age or diagnosis.

8. Staff Training

Staff supporting learners with medical conditions will receive training appropriate to their role.

Training may include:

- first aid;
- emergency first aid;
- paediatric first aid where relevant;
- medication administration;
- epilepsy;
- diabetes;
- asthma;
- anaphylaxis;
- use of adrenaline auto-injectors;
- moving and handling;
- specific healthcare procedures.

No staff member will administer prescription medication or undertake a healthcare procedure requiring specific competence without appropriate training and instruction.

Where a healthcare procedure requires clinical delegation or competency assessment, Remedicare will work with the relevant healthcare professional/service to establish appropriate arrangements.

Training will be reviewed at least annually and whenever there is a significant change in a learner's medical needs.

9. Allergy Safety

Remedicare recognises that allergies can be serious and, in some cases, life-threatening.

Known allergies will be identified and recorded.

Staff will be provided with appropriate information about learners with known allergies, including:

- the allergen;
- symptoms;
- known triggers;
- emergency medication;
- emergency response;
- the learner's Allergy Action Plan/IHP.

Remedicare will take reasonable steps to reduce the risk of exposure to known allergens.

We will not automatically use a blanket "nut-free" or "allergen-free" policy as a substitute for individual allergy management. Instead, risks will be assessed according to the needs of individual learners and the activities taking place.

10. Allergy Awareness Training

All staff who regularly work with learners will receive allergy awareness and emergency-response training.

Training will cover:

- what allergies are;
- common allergy triggers;
- food allergy;
- asthma;
- eczema and other allergic conditions;
- the difference between allergy, intolerance and coeliac disease;
- signs and symptoms of an allergic reaction;
- recognition of anaphylaxis;
- emergency response;
- use of adrenaline auto-injectors;
- use of asthma reliever medication where relevant;
- location of emergency medication;
- individual Allergy Action Plans/IHPs;
- reducing exposure to known allergens;
- recording and reporting incidents and near misses.

The 2026 DfE guidance recommends regular, at least annual, allergy-awareness training and states that first-aid training alone is not sufficient for allergy awareness.

New, temporary and agency staff who may be present while learners are on site will receive appropriate information and training before or as soon as reasonably practicable after beginning their role.

11. Adrenaline Auto-Injectors

Learners who have been prescribed an adrenaline auto-injector (AAI) must have access to their prescribed medication in accordance with their IHP/Allergy Action Plan.

Prescribed AAls must:

- be in date;
- be clearly labelled;
- be stored according to the manufacturer's instructions;
- be accessible when required;
- be available during off-site activities;
- not be unnecessarily locked away.

Where appropriate, learners should have access to both prescribed devices.

Emergency / Spare Adrenaline Devices

Remedicare will consider maintaining suitable emergency adrenaline arrangements in line with the current legal position, DfE guidance and advice from our pharmacist/healthcare professionals.

Where spare AAls are held:

- they must be readily accessible;
- they must not be unnecessarily locked away;
- they must be stored at the manufacturer's recommended temperature;
- they must be clearly labelled;
- expiry dates must be checked regularly;
- they must be available quickly enough to support an emergency response;
- they must be replaced following use or expiry;
- safe disposal arrangements must be followed.

The 2026 DfE guidance states that adrenaline should be administered as soon as possible in anaphylaxis, ideally within five minutes, and that spare AAls should be accessible and not locked away.

12. Anaphylaxis – Emergency Response

Anaphylaxis is a medical emergency.

If a learner is showing signs of anaphylaxis:

1. Follow the learner's Allergy Action Plan/IHP.
2. Use the learner's prescribed adrenaline auto-injector where available.
3. Administer adrenaline as soon as possible.

4. **Call 999 and request an ambulance immediately.**
5. Do not delay administration of adrenaline while waiting for emergency services.
6. Follow the instructions of the emergency services.
7. Use a spare emergency AAI where appropriate and permitted.
8. Continue to monitor the learner.
9. Contact the parent/carer as soon as reasonably practicable.
10. Record the incident and review the learner's arrangements afterwards.

The 2026 DfE guidance states that staff should not wait to contact emergency services before administering adrenaline.

Staff must follow the learner's individual clinical advice and emergency plan.

13. Allergy Incidents and Near Misses

Allergy-related incidents and near misses must be taken seriously.

Examples include:

- accidental exposure to a known allergen;
- incorrect food being provided;
- cross-contamination;
- medication errors;
- failure to have emergency medication available;
- delayed administration of emergency medication;
- an allergic reaction;
- a near miss where exposure was identified before a reaction occurred.

Incidents must be recorded in accordance with Remedicare's incident and safeguarding recording procedures.

Where appropriate:

- parents/carers will be informed;
- the learner's IHP will be reviewed;
- the circumstances will be investigated;
- staff practice will be reviewed;
- lessons learned will be identified;
- relevant policies or risk assessments will be updated.

The 2026 DfE guidance specifically identifies serious incidents and near misses as opportunities to review arrangements and learn lessons.

14. Managing Medicines

Remedicare may administer medication where appropriate arrangements are in place.

Medication will normally only be administered where:

- it is necessary during the education day;
- appropriate consent has been provided;
- the medication is appropriately labelled;
- the medication is in date;
- administration instructions are clear;
- staff have appropriate training where required;
- the arrangements are documented.

Medication should normally be supplied in the original pharmacy-dispensed container with the learner's name, medication, dosage and administration instructions.

Medication must not be administered where staff cannot safely establish:

- whose medication it is;
- what medication it is;
- the correct dose;
- when it should be administered;
- whether it has already been administered.

Where staff are uncertain, they must seek appropriate advice before administering medication unless it is an emergency covered by an established emergency procedure.

15. Prescription Medication

Prescription medication must be administered in accordance with:

- the prescription;
- pharmacy label;
- healthcare professional instructions;

- relevant IHP;
- Remedicare medication procedures.

Staff must never alter a prescribed dose or administration schedule without appropriate clinical instruction.

Any medication administered must be recorded.

16. Non-Prescription Medication

Non-prescription medication may only be administered where Remedicare has agreed to do so and appropriate parent/carer consent and administration instructions are in place.

Medication must:

- be in its original packaging;
- be clearly identifiable;
- be in date;
- have clear administration instructions;
- be appropriate for the learner;
- be administered for the agreed purpose and period.

Staff must not routinely administer non-prescription medication simply because a parent/carer requests it if there are concerns about the learner's condition, dosage or suitability.

Where symptoms are persistent, worsening or unusual, parents/carers should be contacted and medical advice may be required.

17. Paracetamol

Paracetamol may be administered only where Remedicare has an agreed procedure and appropriate written consent is in place.

Staff must:

- check the learner's consent/medication record;
- check the medication label and manufacturer's instructions;
- confirm the learner's age/appropriate dose;

- check when the previous dose was given;
- check that no other medication containing paracetamol has been administered;
- record the dose, time and reason;
- inform the parent/carer in accordance with the agreed procedure.

Staff must not administer paracetamol where the dose cannot be safely established or where the learner's symptoms indicate that medical assessment may be required.

The previous Phoenix Centre-specific arrangements have been removed from this policy because the policy should apply consistently across Remedicare provision.

18. Medication Storage

Medication will be stored safely and in accordance with:

- the manufacturer's instructions;
- the learner's IHP;
- the medication requirements;
- relevant healthcare advice.

Medication requiring refrigeration will be stored appropriately.

Emergency medication must remain accessible and must not be locked away in a way that could cause dangerous delay.

Medication should be clearly labelled and separated where necessary to prevent errors.

Medication expiry dates will be monitored.

19. Medication Administration Records

A record will be kept of medication administered.

Records should include:

- learner's name;
- date;
- time;

- medication;
- dose;
- reason where relevant;
- staff member administering;
- second checker where required by the procedure;
- any relevant observations;
- parent/carer notification where required.

Medication errors or concerns must be reported immediately to the Centre/Behaviour Manager and, where appropriate, the DSL and/or relevant healthcare professional.

20. Missed or Refused Medication

If a learner refuses medication or medication cannot be administered:

- staff must not force medication unless there is a specific lawful and clinically agreed procedure allowing this;
- the learner should be supported calmly;
- the parent/carer should be informed where appropriate;
- healthcare advice should be sought where the missed medication may present a risk;
- the incident should be recorded.

Any emergency medication refusal or missed critical medication must be escalated immediately in accordance with the learner's IHP.

21. Asthma

Remedicare will support learners with asthma to participate fully in education.

Learners with asthma should have access to their prescribed reliever inhaler in accordance with their individual arrangements.

Inhalers should:

- be clearly labelled;
- be in date;
- be accessible when required;

- be available during physical activity;
- be taken on off-site activities;
- be managed in accordance with the learner's Asthma Action Plan where available.

There is **no single inhaler dose that applies to every learner**. Staff must follow the learner's prescription, inhaler instructions and individual asthma plan.

Where an emergency asthma inhaler is held, it will only be used in accordance with the applicable legal requirements and guidance.

22. Diabetes

Where a learner has diabetes, their IHP should identify:

- blood glucose monitoring;
- medication/insulin;
- food and drink requirements;
- physical activity considerations;
- signs of hypo/hyperglycaemia;
- emergency arrangements;
- who is trained to provide support;
- arrangements for off-site activities.

Staff must follow the learner's individual healthcare instructions.

23. Epilepsy

Where a learner has epilepsy, their IHP should identify:

- seizure presentation;
- known triggers;
- usual seizure duration;
- what staff should do;
- when emergency medication is required;
- when 999 should be called;
- recovery arrangements;
- recording requirements.

Staff must receive appropriate training before administering emergency epilepsy medication.

24. Other Healthcare Procedures

Some learners may require support with:

- catheter care;
- gastrostomy/PEG care;
- suction;
- oxygen;
- specialist feeding;
- seizure rescue medication;
- personal care;
- blood glucose monitoring;
- other specialist healthcare procedures.

Such procedures will only be undertaken where appropriate:

- clinical advice has been obtained;
- appropriate training has been completed;
- competency has been confirmed where required;
- staff understand their responsibilities;
- appropriate documentation is in place;
- the arrangement is agreed with relevant professionals and the parent/carer.

Remedicare will not ask staff to undertake a healthcare procedure outside their competence.

25. First Aid and Medical Emergencies

Staff will follow Remedicare's First Aid and Emergency Procedures.

In an emergency:

- ensure the learner is safe;
- provide appropriate first aid within the staff member's competence;
- call 999 where required;
- follow the learner's IHP/emergency plan;

- contact parents/carers;
- record the incident.

Staff must not delay emergency medical assistance while attempting to contact parents/carers.

26. Illness and Infection

Parents/carers should inform Remedicare when a learner is unwell or has an infectious illness.

Remedicare will follow current UKHSA/local health protection advice regarding infection control and exclusion periods.

Where a learner becomes unwell during the day, staff will assess the situation and contact the parent/carer where the learner needs to go home or requires further medical assessment.

Learners will not be routinely sent home solely because they have a medical condition where appropriate arrangements can safely support their participation.

27. Vomiting and Diarrhoea

Where a learner develops vomiting or diarrhoea during the education day, parents/carers will normally be contacted and asked to collect the learner.

Learners should normally remain away from the provision until **at least 48 hours after the last episode** of vomiting or diarrhoea, in accordance with current public health guidance.

Where there is an outbreak or specific infection, Remedicare will follow advice from the relevant health protection team/local authority.

28. Off-Site Activities and Community Access

Learners with medical conditions and allergies should be supported to participate in off-site activities wherever this can be achieved safely.

Before an activity, staff must consider:

- medication;
- emergency medication;
- healthcare plans;
- allergy triggers;
- access to food and drink;
- medical equipment;
- staff training;
- emergency services;
- transport;
- communication;
- mobility;
- environmental risks.

A risk assessment should be completed where appropriate.

Learners' prescribed emergency medication must accompany them where required.

The staff member leading the activity is responsible for ensuring that agreed medical arrangements are in place before leaving the centre.

29. Transport

Where a learner requires medical support during transport, arrangements must be identified in advance.

This may include:

- medication;
- inhalers;
- adrenaline auto-injectors;
- emergency contact information;
- healthcare plans;
- communication arrangements;
- specific medical equipment.

Emergency medication must remain accessible and must not be stored somewhere that prevents timely access.

30. Food Allergies and Food Provision

Where food is provided or prepared as part of Remedicare activities, staff must take reasonable steps to identify and manage known food allergies.

Staff must:

- check relevant allergy information before providing food;
- follow individual dietary requirements;
- prevent avoidable cross-contamination;
- check ingredients where required;
- never assume a food is safe because it has previously been provided;
- seek advice where allergen information is unclear.

Learners with allergies must not be excluded unnecessarily from food-related activities. Appropriate reasonable adjustments should be made.

31. Equality, Inclusion and Participation

Remedicare will not discriminate against learners because they have a medical condition or allergy.

Reasonable adjustments will be considered where required.

Learners should be supported to:

- access education;
- participate in activities;
- access outdoor learning;
- participate in physical activity;
- attend off-site visits;
- develop independence;
- maintain friendships and social opportunities.

Medical conditions should not automatically prevent participation.

32. Confidentiality and Information Sharing

Medical information is confidential and will be shared only where necessary to:

- keep the learner safe;
- enable appropriate care;
- support education;
- administer medication;
- respond to an emergency.

Relevant staff must know enough information to safely support the learner.

Information will be handled in accordance with Remedicare's data protection and confidentiality procedures.

33. Recording and Reporting

Remedicare will maintain appropriate records relating to:

- medication administration;
- medical incidents;
- first aid;
- allergic reactions;
- anaphylaxis;
- near misses;
- emergency medication;
- healthcare plan reviews;
- staff training.

Serious medical incidents and allergy-related near misses will be reviewed to identify whether changes are required to:

- the learner's IHP;
- risk assessments;
- staff training;
- medication arrangements;
- environmental arrangements;
- this policy.

34. Safeguarding

Medical needs can sometimes intersect with safeguarding.

Staff must report concerns where they believe:

- a learner's medical needs are being neglected;
- medication is being withheld inappropriately;
- a learner is being harmed;
- there are concerns about fabricated or induced illness;
- a learner discloses a safeguarding concern;
- an adult's conduct creates a safeguarding concern.

Safeguarding concerns must be reported to the DSL/DDSL in accordance with Remedicare's Safeguarding and Child Protection Policy.

35. Complaints

Parents/carers who have concerns about how their child's medical condition or allergy is being supported should raise the concern with the relevant Centre/Behaviour Manager, Senior Leadership Team or Service Director.

Where the concern cannot be resolved informally, Remedicare's Complaints Procedure should be followed.

36. Policy Monitoring and Review

This policy will be reviewed at least annually.

It will also be reviewed following:

- significant changes in legislation or statutory guidance;
- a serious medical incident;
- an anaphylaxis incident;
- a medication error;
- a serious allergy near miss;
- significant changes to Remedicare's provision;

- changes to a learner's healthcare needs;
- advice from healthcare professionals or relevant authorities.

37. Related Documents

This policy should be read alongside:

- Safeguarding and Child Protection Policy;
- First Aid Policy;
- Health and Safety Policy;
- Emergency Evacuation and Closure Procedure;
- Individual Healthcare Plan;
- Allergy Action Plan;
- Asthma Action Plan;
- Medication Administration Procedure;
- Medication Administration Record;
- Risk Assessment Policy;
- Off-Site Visits and Activities Policy;
- Transport Policy;
- Intimate Care and Nappy Changing Policy;
- Behaviour and Positive Support Policy;
- Equality, Diversity and Inclusion Policy;
- Data Protection and Confidentiality Policy.

38. Document Control

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